



## Policies & Limits of Liability

We know, it's a lot to read. But it is very important information that we want to make sure every customer understands. Over the years we have run into all kinds of people who have asked us to do all kinds of things (even if it was a bad idea and we said so at the time). When we are on the clock we work for you, and will make every effort to do what you ask. However, please be advised that certain things you may ask for come with certain risks, and we cannot be responsible for the results of these requests... So as you read this, try to put yourself in our shoes – imagine what circumstances might have motivated us to add a particular policy. These policies are for your protection as well as ours.

### COMPANY POLICIES

1. The customer or his representative must be present during the move and final "walk-through." Our time runs continuously until our crew returns to our facility. Having your cash, personal check, company check, money order, or credit or debit card ready will save you time and money.
2. We require cash or money order at the time of delivery for any balance due on local and long-distance moves. If you wish to pay using a credit or debit card there is a 3% fee and you must inform us prior to your delivery and make appropriate arrangements with our office. (This only applies to interstate moves.)
3. For local moves, you must pay in full at delivery before items are unloaded. Any damage claims must be submitted in writing to our claims department within 90 days of your move. Unless payment is made in full as is due we are not required to answer or process a claim. Do not assume you may deduct the money from the final bill to compensate yourself in the event of damage. This is illegal.
4. We only move empty freezers/refrigerators.
5. We only move empty aquariums. (This means empty of water, and also empty of creatures such as lizards, turtles and snakes.)
6. If you have a waterbed, we will be glad to move it. However, we are not waterbed technicians. We will follow your instructions, but you must make a final inspection before our crew leaves. We will not send men out for later adjustments. If you prefer to have a waterbed company move your bed, please do so.
7. If the move requires work above and beyond the original order for services, PDX Movers reserves the right to fulfill other obligations before completing additional work.
8. PDX Movers reserves the right to reschedule the move at an agreed upon time, without liability if there is inclement weather, including, but not limited to, rain, snow, ice, etc.
9. We reserve the right to send extra men to complete a job in a timely manner. The customer will be charged accordingly.
10. We reserve the right to limit our work day to 8 hours. In certain cases, due to DOT hours of service rules for drivers, we may need to complete job on second day to avoid violating those regulations.
11. Our personnel will move your pianos, appliances, and items over 300 lbs. if indeed the work can be done safely. Unfortunately, damage may result to floor surfaces. If you wish to take this risk PDX Movers will not be responsible. (SEE BELOW, LIMITS of LIABILITY #16.)
12. We can move pianos to the second or third floor if the crew foreman deems it a safe and reasonable undertaking. If crew foreman feels extra men are needed, customer will be charged accordingly. Pianos with an extra soundboard will not be moved up/down stairs if the weight of the piano makes this an unsafe undertaking. If the piano has lightweight legs (usually the front), we will not be responsible if they will not go back on if we take them off (sometimes the nut is loose inside the piano and will turn when you try to replace the leg). If the customer elects to leave the legs on, we will not be responsible if damage occurs to them.

13. PDX Movers will not take a truck off pavement or on steep grades. PDX Movers will not drive a truck over freshly graveled driveways or grass. Any time spent positioning the truck(s) or time lost due to truck(s) getting stuck will be at customer's expense. We do not cover damage to driveways or entry ways paved or unpaved.

14. We try to be as flexible as we can with scheduling. We ask that you give us notice no less than 72 hours to reschedule or cancel your move. Common reasons for moving delays are: house closings, carpets, painting, floor refinishing, driveway not ready for trucks, etc. If we send a crew to your location and you are not able to move a cancellation fee will be charged based on your hourly rate from our facility until back to our facility and fuel surcharge.

15. PDX Movers will not do anything that we feel is unsafe.

16. PDX Movers will not work in non floored attics, any items in un floored attics need to be brought down by customer. Ceiling damage and personal injury may result. PDX Movers assumes no responsibility for ceilings.

17. You may move your own glass, porcelain, ceramics, etc. yourself. If you wish, we will move them carefully, but will not be responsible for breakage and/or resulting damage to unpacked fragile items. If you wish to have fragile items packed in order that they will be covered by basic or increased insurance you will be charged for packing and materials. If you decline additional materials we will move the items but you will be asked to sign a waiver.

18. For safety reasons, small children and pets must be out of work area.

19. We are often asked to perform tasks that border on the impossible. PDX Movers will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, overcrowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. You will be asked to sign a waiver if we agree to attempt a move that we deem unsafe or unreasonable.

20. PDX Movers will not move flammables or hazardous material due to safety laws and DOT regulations. These items include but not limited to aerosols, gas, cleaners, propane tanks, etc. All gas powered items must be drained before loading.

21. When moving household items, PDX Movers has found deterioration occurs over time due to age/heat/dry rotting. Mattresses lump and disfigure upon disturbing, lamp shades and wiring also become brittle and rotten. If you wish, we will move them carefully, but will not be responsible for damage of deteriorated items.

22. Simulated wood products and pressed board have poor structural integrity which does not lend itself to moving or repair. We will move these items carefully but cannot be responsible for damage of simulated wood or pressed board furniture. These items are excluded from any and all moving insurance coverage.

#### **LIMITS OF LIABILITY**

1. PDX Movers liability for lost or damaged items is limited to \$.60 per pound per article unless additional insurance has been purchased by the customer.

2. PDX Movers shall be responsible for replacement of any lost items listed on inventory page and inspected prior to move, subject to above limits. Items not listed are not insured.

3. The condition of any item(s) boxed by customer (PBO/packed by owner) and not inspected prior to move are not insured by PDX Movers and is the responsibility of the customer.

4. PDX Movers shall in no way be responsible for the working condition of electronic equipment, grandfather clocks, or any other piece of mechanical equipment (MCU / mechanical condition unknown). Damage to cabinets and surfaces of such equipment will be treated as stated in condition #1 above unless additional insurance with appropriate add-on coverage (i.e. electrical and mechanical) has been purchased.

5. PDX Movers is not liable for damage to floors, walls, doors, and painted surfaces that is not noted at time of final walk through.

6. The right is reserved by PDX Movers to repair or replace any damaged item(s).

7. PDX Movers will not be responsible for damage caused by non-routine moving including but not limited to, standing pieces on end, sharp turns, over-crowded work areas, difficult stairways, snags and sharp edges in work areas and doorways, handing over balconies, railings, etc., tight squeezes, and damage caused by weather. You will be asked to sign a waiver if we agree to attempt any non-routine moving request.
8. PDX Movers shall not be responsible for loss or damage to accounts, bills, checks, evidence of debts, letters of credit, passports, tickets, documents, manuscripts, notes, mechanical drawings, securities, currency, money, bullion, precious stones, jewelry, or other similar valuables, paintings, statuary, or other works of art on work site; or property carried gratuitously or as an accommodation. The process of removing drawers must be done in the presence of the customer or their agent.
9. PDX Movers shall not be responsible for damage resulting when moving household items that have deteriorated such as, but not limited to, lamp shades, mattresses, electrical wiring, etc.
10. PDX Movers shall not be responsible for glass in any form or damage resulting from glass breakage unless special packaging has been purchased. This applies to porcelain and ceramic items, also.
11. PDX Movers shall not be responsible for live plants or pets.
12. PDX Movers may use dollies to facilitate removal or placement of appliances, etc., and damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of PDX Movers .
13. PDX Movers shall not be responsible for damage to water beds or any subsequent damage. We claim no expertise as water bed technicians.
14. PDX Movers shall not be responsible for damage to items requiring special instructions if customer fails to provide such instructions including, but not limited to, disassembly or assembly of said items and any special preparation required.
15. PDX Movers assumes no liability or responsibility for any items and cargo placed in the customer's own vehicle or in rental equipment and which PDX Movers does not transport.
16. PDX Movers may use dollies to move heavy objects such as but not limited to pianos, appliances, items over 300 lbs., etc. Any floor surfaces including but not limited to parquet, hardwood, ceramic, marble, entrance halls, etc. and any damage that may result to soft floors, such as, but not limited to, indentation, scuff marks, etc., are not the responsibility of PDX Movers . If floor can be pulled by thumbnail, we are not responsible for damage. PDX Movers, may use water or soapy water to facilitate removal or placement of appliances.
17. Any damage caused by incomplete floor areas, such as, but not limited to, subsequent damage to ceilings, will not be the responsibility of PDX Movers.
18. PDX Movers will not connect washer/dryer, or ice makers. You or your representative must check or accept any plumbing connections. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user. WE ARE NOT PLUMBERS.
19. PDX Movers cannot be responsible for the working condition of major appliances.
20. PDX Movers cannot be responsible for dents or scratches on major appliances. They are covered by a thin metal that has an extreme affinity to dent and scratch.
21. PDX Movers will not repair or replace pressed board or simulated wood furniture. We will do our best to move it successfully for you. This type of furniture is specifically excluded from basic and increased insurance coverage.
22. PDX Movers does not cover stone, travertine, or any other dense material will not be covered unless properly crated. Slight vibrations can cause cracking of this material and therefore will not be covered.

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_